

**LONE STAR MENSA**  
**Member Concerns Action Plans Status Report**  
**Report 2011-7**  
**2011 August 11**

These Action Plans are responses to a set of member concerns about the functioning of LSM. They were originally collected by Rose Berkowitz, a veteran Mensa member but a new member LSM, in response to an opinion editorial she wrote in 2010 in the November edition of the Armadillo Literary Gazette. Rose organized the concerns together with members' suggestions and her recommendations on how to resolve the concerns into a set of topics. She developed a set of tables for the topics and reported her results at the 2011 annual membership business meeting. Members attending the meeting provided additional concerns and suggestions, recommended the members be allowed to provide additional concerns, and recommended the final compilation be presented to the LSM Board of Officers for resolution.

Rose presented the report to the board at its February meeting. The board referred the report to a Committee of the Whole with additional members to develop one or more action plans for each concerns based on member suggestions and Rose's recommendations. The committee reported their recommended action plans to the board at the March meeting, The board adopted these recommendations without debate.

This report shows the status of LSM volunteers activities to resolve the related member concerns. The Status column shows red background and the word "None" if is no current action or "Delayed" if action had begun but was delayed. Yellow background and the word "Begun" if some action has been started, Active if some activity is taking place, "Delay" if action is waiting on something, "Done" if work is considered complete, and ongoing if the item is recurring and continues to be done. Green background and the word "Completed" indicates that the Board considers initial work on a Member Concerns Report action item completed when the actions taken were:

- consistent with the actions the board recommended,
- reasonable be expected to satisfy the member concerns
- sufficiently institutionalized that there is only a small chance that they will become a concern in the future.

The Action Plan / Status column shows what is being done for yellow status and what was done for green status.

None	18	41%
Delay	0	0%
Begun	2	5%
Active	12	27%
Done	0	0%
Ongoing	6	14%
Completed	6	14%
	44	100%

As of July 13, work had begun on 21 or 48% of the action plans.

MEMBER PARTICIPATION - GENERAL				
Member Concern	Plan No.	Action Status	Action Plan / Status	Action Officer/ Committee
1, 2	A1	None	Review Mensa Survey and develop an LSM survey to enquire about participation and what members expect from LSM.	Volunteer
3	A2	None	Encourage officers to “close the loop” by answering email even if late.	All Officers
3	A3	None	Provide a functional contact list in the <i>ALG</i> and on the Website that LSM members can use to identify the proper officer to contact and who to contact if there is no response.	Officer Coord      Editor Webmaster
4	A4 D1	Active	Provide members an independent assessment of cliques as applicable to LSM as an editorial in the Gazette. / <b>Status:</b> Rose wrote an oped on cliques in her Editor's Choice column on page 1 of the 2011 March ALG. The board reviewed the action on 2011 June 1 and decided the action was insufficient. John volunteered to write another article.	Editor Board
5	A5	None	Provide flexible online lists of tasks that need to be done so that members may volunteer to do things they like consistent with their schedules.	Officer Coordinator
6	A6	Completed	Provide a glossary of Mensa terms geared for the Website geared to new members who know little about Mensa and LSM. / <b>Status:</b> Crockett completed his term list and posted it to his Website and the Webmaster linked it to the LSM Website. Members may submit additional terms and corrections to Crockett if they wish. Completed on 2011 August 3.	Crocket Grabbe
6	A7	None	Provide welcome emails and follow on packets for new members with a functional contact list, term glossary, web access information, vacant positions, and other important information.	New Member Coord Membership Chairman
6	A8	Completed	Provide a comprehensive list of events on the Website. / <b>Status:</b> A Consolidated Calendar has been created on the LSM Website and the Calendar Editor has agreed to maintain it. Any LSM member may post directly or indirectly to the calendar to speed update. Completed on 2011 August 3.	Calendar Editor Managing Editor
7	A9	Begun	Set up welcome events where new members may meet each other and the officers of LSM / <b>Status:</b> A new member party was held on March 12; 20 members attended.	New Member Coord
[See also the Member Recognition section for related action plans.]				



YOUNGER MEMBER PARTICIPATION				
Member Concern	Plan No.		Action Plan / Status	Action Officer/ Committee
1	B1	None	Identify members 35 and under, and survey them on what would interest them in participating and volunteering.	Volunteer
2	B2	Active	Board members join Face Book to improve communications with younger members. / <b>Status:</b> All board members but one member have joined.	Board Members

MEMBER RECOGNITION				
Member Concern	Plan No.		Action Plan / Status	Action Officer/ Committee
1	C1	None	Set up email and follow on welcome packets, phone calls for new members, welcome parties, etc. to welcome new members	New Member Coord
1	C2	None	Review Mensa Survey, Develop New Member Survey, administer survey	New Member Coord Membership Chairman
2	C3	Completed	Include Mensa membership anniversaries in the Gazette. / <b>Status:</b> Anniversaries by five year increments were provided in the Gazette beginning in the February edition. Completed on 2011 August 3	Circulation Coordinator Editor
3	C4	Active	Provide a list of award options and processes available to Officers and encourage them to appropriately recognize the work of individual LSM volunteers considering LSM goals of ensuring that awards motivate volunteers, that awards are consistent with what motivates individual members, and that awards are equitable across LSM. <b>Status:</b> The board approved the volunteer service name badge award for exceptional service for one or more terms. Volunteers were invited to apply for the vacant Award Coordinator position.	Awards Coordinator Membership Chairman
[See also the Member Participation section for related action plans.]				

LONE STAR BOARD				
Member Concern	Plan No.		Action Plan / Status	Action Officer/ Committee
1	D1 A4	Active	Write an ALG (newsletter) oped (opinion editorial) on cliques. / <b>Status:</b> Combined with A4.	Editor Board
2	D2	None	Replace officer title list in the ALG with a function-contact list and masthead (publishing information and required-important titles).	Circulation Coordinator Editor
2	D3	None	Reorganize Lone Star Mensa by baskets of functions, let individuals determine duties and coordinator titles.	Officer coordinator LocSec Board
3	D4	Completed	Use the informal procedures in Robert's Rules of Order for formal-informal balance. / <b>Status:</b> The board began using informal procedures with the 2011 March meeting. The informal procedures include automatic motions from the agendas, action on motions without seconds, discussions without motions, use of first names, and other informal procedures. ASIEs which have been confusing to some folks and symbols of formality and bureaucracy to others are being replaced by LSM Operating Standards or LOS, some of which will be converted to guides and approved by the standing committees and chairmen. Completed 2011 August 3.	Meeting leaders
4	D5	Completed	List in the ALG experienced members who have worked with the National Office (NO) and the American Mensa Committee (AMC) as contacts to help members navigate the AMC- NO bureaucracy. / <b>Status:</b> experienced member contacts were provided in the ALG beginning in 2011 in the March edition. Completed on 2011 August 3.	Editor
5	D6	Completed	Track these action plans and specific resolution steps, report status, and seek member response. / <b>Status:</b> Progress is being reported monthly to the board and to the membership in the newsletter and on the Website. Completed on 2011 August 3.	LocSec

MONTHLY MEETINGS AND EVENTS				
Member Concern	Plan No.		Action Plan / Status	Action Officer/ Committee
1, 2	E1	Ongoing	Review and/or revise rules to allow member speakers. / <b>Status:</b> The standing rules now allow member speakers. Future meetings will feature members or member sponsored speakers. The May, June, and July meeting will featured member speakers. The November and February meetings featured member sponsored speakers. If no speakers are submitted, the meeting room will be available for ad hoc member led discussions and/or presentations.	LocSec, Board Editor
1, 2, 3	E2	Active	Spread the word that members may speak at meetings and organize and/or host informal events. / <b>Status:</b> The LocSec, Program Coordinator, and board members have been spreading the word at LSM events. Specific instructions on how to do that have been added to the Website. Several meetings have been led by member speakers.	LocSec, Editor Program Coordinator
1, 2, 3	E3	Active	Beginning with the March meeting, use brainstorming sessions, feedback forms, direct feedback, and/or surveys at monthly meetings and events to try to determine members' desires for future events. / <b>Status:</b> Brainstorming was used at the March meeting to determine the content of the April meeting. Participants at the April meeting discussed possible topics and were invited to add them to the topic list. Feedback forms were used at the April, May, June and July meetings.	LocSec Program Coordinator Membership Chairman Symposia Chairman
2, 3, 4	E4	Active	Emphasize in the ALG and at meetings that volunteers are needed for good programs. / <b>Status:</b> the May, June, and July meetings featured discussions on topics presented by volunteers..	Program Coordinator Symposia Chairman LocSec
4	E5	Active	Offer help to members who are reluctant to schedule events with meeting support. <b>Status:</b> The Program Coordinator offered help for the June meeting. Instructions on the topic list have been added to the Website.	Program Coordinator Symposia Chairman LocSec
5	E6	Begun	Map areas outside Austin to find groups of members and find and encourage existing and new Area Coordinators to hold events in venues near those groups. / <b>Status:</b> The National Office reported at the AG that they are working on a Geographic computer tool to map local group members.	Symposia Chairman LocSec, Editor

6	E7	Active	Support Area meetings with more senior officer attendance. / <b>Status:</b> Recent monthly and TGIT meetings have seen an increase in Senior Officer (board member) attendance. Six senior officers attended the July general meeting.	Senior Officers
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<b>LONE STAR MENSA WEBSITE</b>				
<b>Member Concern</b>	<b>Plan No.</b>		<b>Action Plan / Status</b>	<b>Action Officer/ Committee</b>
1	F1	Active	Advertise in the ALG and Facebook for a Webmaster, designer, and other Website participants as needed. / <b>Status:</b> A notice for a designer were posted Facebook beginning last fall and a notice for a technical web person was posted beginning in the 2011 ALG March edition. Two members have volunteered so far. They have been added to the Website Working Group.	Communications Chair Officer Coordinator LocSec
2	F2	Active	Redesign the Website; explore rehosting. / <b>Status:</b> The Website Working Group developed a proposed set of planning factors to be considered by the board. The board approved the factors on May 4.	Special Committee*
3	F3	Active	Identify content providers needed by function and/or position to keep the Website content current. / <b>Status:</b> The Website is now current. For the future, the Website Working group plans to use existing content providers and add new ones as the Website design progresses.	Special Committee*
4	F4	None	Advertise to fill vacant positions that are needed to provide content for the Website	Standing committee chairmen
* The Committee includes: the Co-Chairs, the Webmaster, a designer, content providers, and interested members				

LONE STAR MENSA REGIONAL GATHERING				
Member Concern	Plan No.		Action Plan / Status	Action Officer/ Committee
1	G1	Ongoing	Support RG planning by providing input to the RG Chair(s) and committee by providing ideas and responding to survey requests, and support the RG by helping as RG volunteers as needed. / <b>Status:</b> The RG Chairs reports that the board and officers have been providing ideas and supporting the RG.	Board members Officers LSM members
2	G2	Ongoing	Share good and bad RG experiences with the RG Chair(s) and committee members so that lessons do not have to be learned anew. / <b>Status:</b> The RG Chairs reports that the board and officers have provided feedback on RG experiences.	Board members Officers LSM members
2	G3	Ongoing	Encourage the RG Chair(s) to recruit RG committee members with new ideas that might allow more unusual and exciting programs than in the past. / <b>Status:</b> The RG Chairs reports that we have a more varied and active committee this year that in nearly any previous year.	Board
3	G4	Ongoing	Encourage the RG Chair(s) to keep track of attendance at other Texas RGs. / <b>Status:</b> The RG Chairs reports that they have been keeping track of attendance at other RGs in Texas.	Board
3	G5	Ongoing	Help the RG Chair(s) as needed by providing advertising and editorial support through media coverage, editors exchanges and ALG editorials and articles to seek new volunteers, increase attendance, and get new ideas for the RG. / <b>Status:</b> The RG Chairs reports that we have received plenty of support from the ALG.	Editor Media Coordinator Webmaster

NEWSLETTER--GENERAL				
Member Concern	Plan No.		Action Plan / Status	Action Officer/ Committee
1	H1	None	Ask members what they would like to see in the newsletter through the ALG and informal events such as TGIT and parties. Survey members if additional information is needed.	Managing Editor Editor
2	H2	Active	Redesign newsletter to include new items such as, editor column, letters to the editor, editorial opinions, notices, table of contents and function contacts, in addition to calendar, required boiler plate, masthead, permit information, publishing information, and other current information. / <b>Status:</b> The newsletter has been redesigned considering some of the elements listed. The editor is waiting for member feedback.	Managing Editor Editor Officers Other members
2, 3	H3	None	Establish positive article control with response to contributors, schedules for recurring articles, and themes. Emphasize the importance of generic addresses.	Managing Editor Editor
3	H4	None	Follow the guidelines in the Editors Handbook in deciding what articles to reject; notify the submitter of the reasons for rejection.	Editor Managing Editor

<b>NEWSLETTER-- MAILED AND ELECTRONIC</b>				
<b>Member Concern</b>	<b>Plan No.</b>		<b>Action Plan / Status</b>	<b>Action Officer/ Committee</b>
1	J1	None	Conduct ALG surveys to evaluate our success in improving the newsletter and implementing changes.	Managing Editor Editor
2	J2	None	Include in the newsletter at least the minimum required items specified in the LSM Bylaws and Standing Rules. Use references to online sources and expanded electronic editions only when necessary to meet budgetary limitations.	Editor Managing Editor
3	J3	None	Consider functions and tradeoffs in positions, officers, and coordinators when developing new LSM newsletter and Website designs.	Communications Comm LocSec Board
5	J4	None	Consider postal information placement in newsletter redesign.	Editor